Contingency Operations & Vocational Engineer Review Training Program
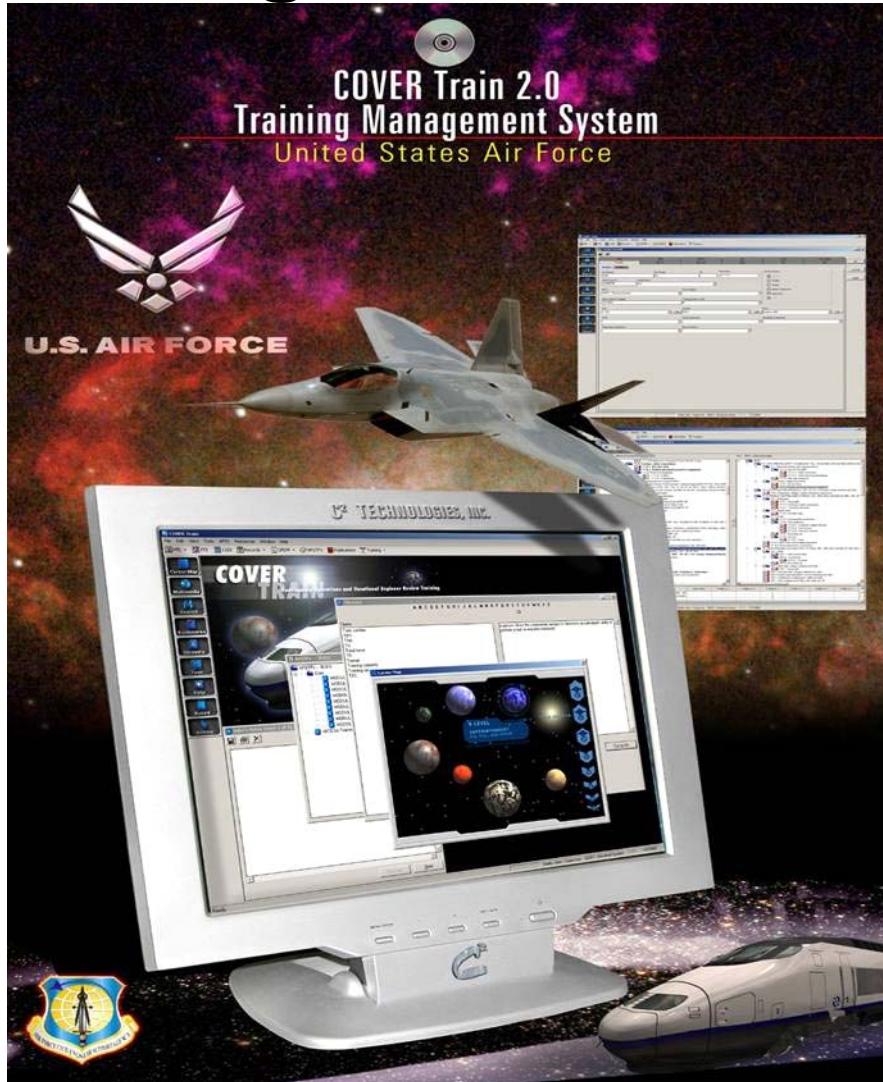
Management Guide

Dec 2003
Edition

HQ Air Force Civil Engineer Support Agency

*Providing the best tools, practices, and professional support
to maximize Air Force Civil Engineer capabilities
in base and contingency operations*

TABLE OF CONTENTS

COVER Train

Contingency, **O**perations and **V**ocational **E**ngineer **R**eview **Train**ing

1. General Information: COVER Train is an interactive computer-based program designed to deliver subject and task knowledge to trainees, while capturing and recording their progression through upgrade training. This program was designed in compliance with the training procedures and guidelines of AFI 36-2201. Although the primary focus is on the "most important person in the training process…the trainee." This program aims to simplify management and redeem excessive time spent on documentation. Additionally, this program strives to build more integrity into the OJT process

1.1. **Users**: There are six key users of COVER Train: Unit Education and Training Manager (UETM or UTM), Shop Supervisor, Immediate Supervisor, Trainer, Certifier and Trainee. Each user should be very familiar with his or her traditional responsibilities in training before attempting to employ this contemporary training tool. See Figure 1-1 below for general user responsibilities.

Figure 1-1: COVER Train User Responsibilities
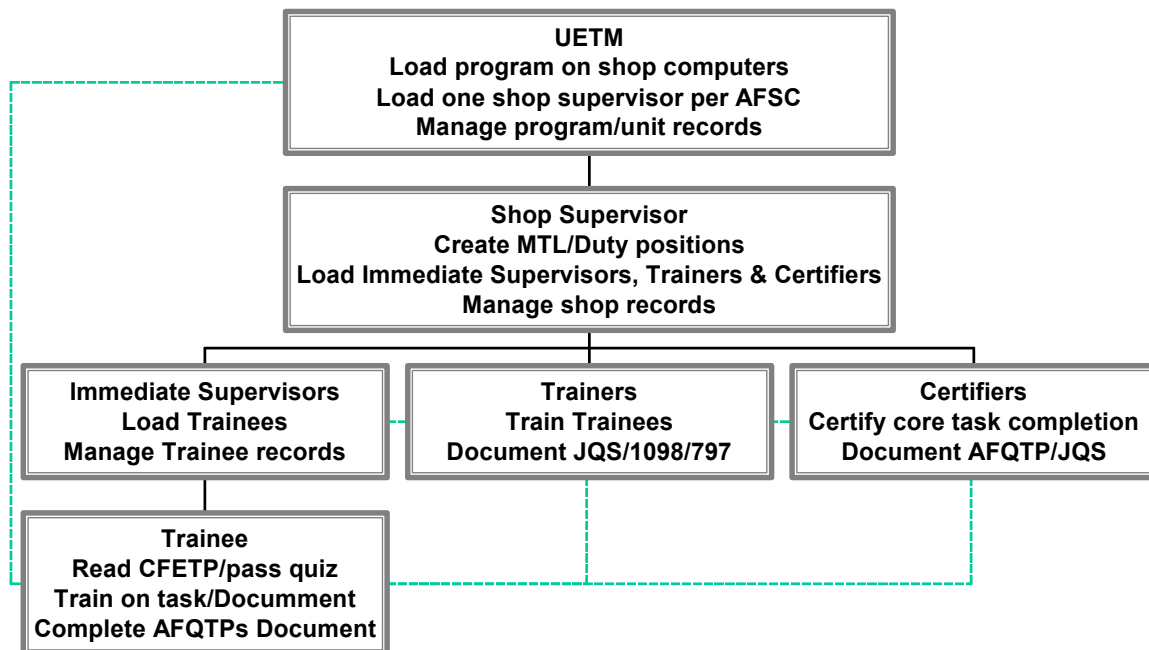
1.2. **Users Guide Information**.   There are several resources available to help you use the program. Training is available via the COVER Train Tour on the COVER Train page link at http://www.afcesa.af.mil/Directorate/CEO/Training/covertrain/default.htm and on the COVER Train CD. Another source is the "Help" function located among the ten function keys on the left margin of the COVER Train main viewing screen or by pressing the "F1" key. Pressing the "F1" key while operating COVER Train will open context-sensitive help specific the form or function in use by the user. Lastly, there is a How-to-Guide on the COVER Train website listed above. Assistance with program content or documentation procedures is available through our helpdesk at ceof.helpdesk@afcesa.af.mil. You may also contact the COVER Train Program Manager at DSN: 523 6074.

Tip #1: Text based copies of the procedural and management guides should be printed and stored in the Learning Resource Center (LRC), the UETM's office, and each shop.

1.3. **Program Errors:** Direct questions concerning program installation or error messages to our contractor support site at http://www.covertrain.com. If a program error occurs, write down the information exactly as it appears on the computer screen and send e-mail to covertrain@c2mm.net.

2. **COVER Train Software Management:** Before setting up COVER Train in your unit or shop, take time to review the traditional training process (see Figure 1) and your individual responsibilities IAW AFI 36-2201. Also, ensure you review the program's system requirements before loading.

Tip #2: Before deploying COVER Train to all work-centers, call all your section training representatives and review all materials. If available, this would also be the prefect time to view the COVER Train Tour CD-ROM as a group.
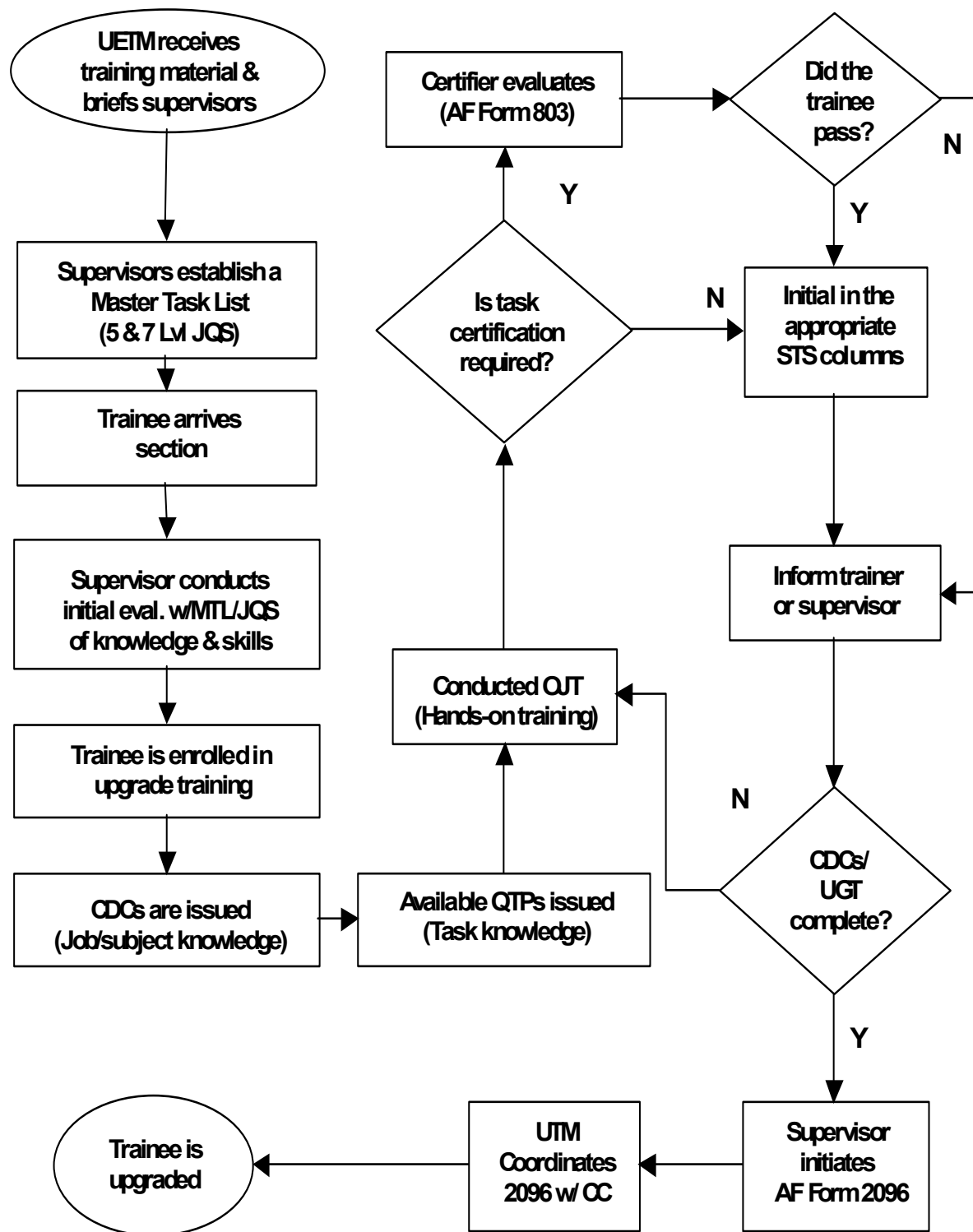

Tip #3: Develop an errata sheet for systematic or procedural problems you may encounter. Provide feedback to the COVER Train Program Manager at HQ AFCESA's Force Development Division.

2.1.   COVER Train was developed in tandem with the traditional training process.   The administrators are the UETM, Shop Supervisor, Immediate Supervisor, Trainer, and Certifier. Many of the forms and procedures have been intentionally replicated for ease of understanding.

2.2. Contact your systems administrator/computer manager before loading this, or any software, on government computers. The capability exists in Version 2.0 to run on a server or LAN system. Please see the LAN installation guide for detailed information.

2.3. The COVER Train 2.0 package contained two administrator CD-ROMs and two Trainee CD-ROMs 's. Duplicate as many copies as needed and keep one of each original with your System Administrator and Unit Training Manager. For new requirements or replacement master copies please contact the helpdesk at ceof.helpdesk@afcesa.af.mil.

Figure 1. The Traditional Training Process

```
   ┌─────────────────┐          ┌──────────────────┐              ◇ Did the
  ( UETM receives    )          │ Certifier evaluates│ ─────────▶ ◇ trainee    ◇ ── N
  ( training material &)         │ (AF Form 803)    │             ◇ pass?      ◇
  ( briefs supervisors)          └──────────────────┘              ◇
   └─────────────────┘                   ▲                          │ Y
            │                          Y │                          ▼
            ▼                            │                 ┌──────────────────┐
  ┌─────────────────┐            ◇ Is task ◇              │ Initial in the   │
  │ Supervisors      │           ◇ certification ◇ ─ N ─▶ │ appropriate      │
  │ establish a      │           ◇ required? ◇            │ STS columns      │
  │ Master Task List │            ◇                        └──────────────────┘
  │ (5 & 7 Lvl JQS)  │                ▲                            │
  └─────────────────┘                 │                            ▼
            │                          │                  ┌──────────────────┐
            ▼                          │                  │ Inform trainer   │
  ┌─────────────────┐                  │                  │ or supervisor    │
  │ Trainee arrives  │                  │                  └──────────────────┘
  │ section          │                  │                            │
  └─────────────────┘       ┌──────────────────┐                     ▼
            │               │ Conducted OJT    │◀──┐         ◇ CDCs/  ◇
            ▼               │ (Hands-on training)│   │        ◇ UGT    ◇ ── N
  ┌─────────────────┐       └──────────────────┘   │        ◇ complete?◇
  │ Supervisor conducts│             ▲              │         ◇
  │ initial eval. w/MTL/JQS│          │             │              │ Y
  │ of knowledge & skills │           │             │              ▼
  └─────────────────┘                 │             │    ┌──────────────────┐
            │                          │             │    │ Supervisor       │
            ▼                ┌──────────────────┐    │    │ initiates        │
  ┌─────────────────┐        │ Available QTPs issued│  │    │ AF Form 2096    │
  │ Trainee is enrolled in│  │ (Task knowledge)  │ ──┘    └──────────────────┘
  │ upgrade training │       └──────────────────┘
  └─────────────────┘                 ▲
            │                          │
            ▼                          │
  ┌─────────────────┐                  │
  │ CDCs are issued  │ ───────────────┘
  │ (Job/subject knowledge)│
  └─────────────────┘

 ( Trainee is )  ◀── ┌──────────────┐ ◀── ┌──────────────┐
 ( upgraded   )       │ UTM          │      │ Supervisor   │
  └──────────┘        │ Coordinates  │      │ initiates    │
                      │ 2096 w/ CC   │      │ AF Form 2096 │
                      └──────────────┘      └──────────────┘
```

3. Administrative Responsibilities:

3.1. Unit Education and Training Manager's Responsibilities

3.1.1. The UETM will serve as the unit's primary administrator of COVER Train. UETMS may consider establishing an associate administrative team to assist in facilitating COVER Train. This team may be comprised of the following members: Two assistant managers, one subject matter expert (SME) from each specialty, a fire department liaison, and a computer specialist.

3.1.2. **Establish Program:**
3.1.2.1. Set up initial and periodic training review meetings.
3.1.2.2. Ensure program procedures are followed as outlined in this management guide.
3.1.2.3. Load shop supervisors and assist the initial set up of the shop's training plan/records.
3.1.2.3. Distribute appropriate e-training materials.
3.1.2.4. Visit shops, interview new trainees and review training progress.
3.1.2.5. Periodically collect/maintain an e-file of all trainee records (mdb files) and back-ups on disks.
3.1.2.6. When members are going TDY or PCS-ing, ensure they take an electronic copy of their e-training records.

> **Tip #4:** A copy of the member's training records can be forwarded to the gaining supervisor via e-mail

3.1.2.7. UETMs should make every effort to overlap with succeeding managers.
3.1.2.8. Gaining UETMs are responsible to ensure timely establishment of training records

3.1.3. Program Maintenance and Security:

3.1.3.1. COVER Train has many internal security features for the safekeeping of personal records; however, subsequent versions will continue to grow with the needs and demands of Air Force training policies and automation requirements.

3.1.3.2. Since there are no tests or sensitive materials on COVER Train, UETMs may take the liberty to make as many copies as needed for their units. Storing the software will not require any special security measures.

3.1.4. Equipment and Material Required to Support the COVER Train Program:

3.1.4.1. Hardware and software upgrade requirements for COVER Train have remained at a conservative pace to maximize participation. Commanders should be advised that COVER Train will eventually be mandatory to meet upgrade qualification requirements. Qualification and Training Packages (AFQTPs) have also been tied to this platform.

3.1.4.2.   COVER Train requires at minimum a Pentium 166MHZ (Pentium II 300 Mhz recommended) with at least 64 Megabytes of RAM, MS-Windows® 95/98, 2000, XP, or NT operating system and a SVGA 800x600 color monitor. Adequate hard drive space 80 MB minimum (450 MB recommended) must be available before installing COVER Train. The CD-ROM should be at least 12X speed or higher. Internet Connection (Network Card/Modem) is required to access web-based support site, email, etc.. This minimum operation system is needed to operate the program satisfactorily through FY 03.

3.1.5. Learning Resource Centers (LRCs):

3.1.5.1. A properly configured and equipped Learning Resource Center (LRC) will help ensure the success of the training product. The LRC should be located near and managed by the UETM and configured to allow different types of training to be conducted simultaneously.

3.1.5.2. LRCs should have at least **one** computer, with the suggested requirements as listed above, for every **ten** trainees. A good rule of thumb is to keep your commander in the loop with industry standard updates and maintain a "conservative" pace. To do this, each unit should consider maintaining one or two computers with CD read/write capability and web connectivity in order to download future COVER Train updates from the Internet. The most frequently used computers should be well maintained, and compatible with products being delivered to your unit. Before launching out in the cyber space market or formulating future spending plans, do your homework! Remember don't ignore new innovations and stay abreast of the most current information and trends.

3.1.6. Transferring Student Records Between Bases: When a person leaves a base (PCS, PCA, or TDY), they should "hand carry" an electronic copy (via 3.5 floppy, CD-ROM, USB key, or other) of their COVER Train training records to their new base. In addition to this, the trainee should also print a copy of their training records. Include all additional paper records showing completed training that was not captured by COVER Train. E-records can also be e-mailed to the gaining UETM. The departing base should lock the trainee's record from the trainee profile screen and must maintain the student's e-records for at least 120 days before deleting it from the computer system.

3.1.7. Establishing Timelines and Goals: COVER Train is equipped to manage tasks, and associated completion dates, assigned to a trainee's JQS. UETMs should inform each shop on approximate parameters or training timelines. When loading a new trainee, you will need to establish a maximum training date. If your MAJCOM or unit has a goal (e.g. 23 months maximum for upgrade to 5-Level), then the appropriate date should be posted in the Airman's records. Refer to the COVER Train How-to Guide for more information on how this is accomplished.

3.2. Shop Supervisor's Responsibilities

3.2.1. The shop supervisor has the lead role within the shop for accomplishing and monitoring all training tasks and providing feedback on the program's effectiveness to the UETM. The key supervisory responsibilities are installing and establishing the e-training program within the shop, developing the master task list (MTL), Duty Positions, and loading of all Immediate

Supervisors, Trainers, Certifiers. Shop Supervisors should ensure that all users in their section TSgt and below are loaded as Trainee's. **Note:** User may have multiple access levels. See Chapter 5 in COVER Train How-to Guide for additional information.

Tip #5: The shop's training representative may be delegated to assist with COVER Train's management within the shop; however, the supervisor maintains the responsibility and oversight.

3.2.2. **Program Set-up:**
3.2.2.1. Before establishing your e-training plan, it may be best to set aside some time to read this entire guide and develop a shop training class on the use of COVER Train.
3.2.2.2. Review your current MTL and make a note of any new or supplemental shop tasks.
3.2.2.3. The UTEM will load an administrative copy of COVER Train on your shop computer.

Tip #6: Ensure the systems requirements meet the minimum requirements for the COVER Train software. Also read and carefully follow the loading instructions on the inside cover of the CD-ROM case or reference the How-to Guide.

Tip #7: Press the "Tour" function key to launch the e-tutor.

3.2.2.4. The UETM will also load the shop supervisor and assign the appropriate access levels.

3.2.2.5. The shop supervisor will then login and proceed with additional shop functions.

NOTE: Only the individual with the shop supervisor logon will be able to build the MTL or Duty Position. If needed, refer to the How-to Guide or "Tour" for detailed instructions on creating the shop's MTL and Duty Positions.

3.2.3. **Loading Immediate Supervisors, Trainers and Certifiers:**

3.2.3.1 Once you have loaded your MTL, identified 5- and 7- Level Job Qualification Standard items, and created Duty Positions - your next task will be to load all trainers and certifiers. Begin by selecting Tools – Records – Trainee, select "New User", then complete all fields as needed.

Tip #8: Take time to review the privacy act disclosure statement as outlined in 44 USC 3101; 10 USC 8012, and E0939. A copy of this disclosure statement is found on the trainee's records (tab 623 I-II, "*Identification data*")

3.2.3.2. While loading trainers or certifiers, from Tools – Records – Administrator, you may simultaneously load them as trainees by selecting the "Trainee" access level in conjunction with other access levels. This will automatically produce a trainee record for the individual. You must access the user's record to verify that the trainee record information is correct (i.e. rank, AFSC, etc).

3.3. Immediate Supervisor's Responsibilities

3.3.1. Each Immediate Supervisor accomplishes and monitors the progress of trainee's assigned to him/her, and provides feedback on the program's effectiveness to the shop supervisor. The immediate supervisor's key responsibilities are performing initial evaluations, enrolling trainees, scheduling, training and managing/maintaining the trainee's electronic record. See Chapter 6 in COVER Train How-to Guide for additional information.

3.3.2. Enrolling Trainees:

3.3.2.1. Once you have interviewed the trainee (initial or subsequent evaluation of knowledge and skills), they will need to be enrolled in upgrade training.

3.3.2.2. Select and assign the appropriate JQS (5- or 7-Level).

Tip #9: Trainee's can be auto-enrolled in tasks by assigning the trainee to a "Duty Position" – this will list the Duty Position tasks as tasks in the JQS but not "started". You must have created a duty position for the trainee's skill level, and the MTL must be in place prior to creating the Duty Position as the Duty Position tasks can only come from the MTL.

3.3.2.3. Open individual training tasks by selecting them (from the "JQS" box on the left of the "Enroll" window) and moving the item to the "Active JQS" box on the right of the window.

NOTE: Moving a task will start the time feature in COVER Train for each particular task. The trainer will be automatically alerted on delinquencies in training if timelines are not met.

3.3.2.4. Issue a copy of COVER Train "Trainee" version 2.0 to the trainee and instruct them on downloading and installing the latest patch (see http://www.covertrain.com/ for more details).

3.3.2.5. Inform the trainee that COVER Train will require the Trainee to review the CFETP Part I and pass a small quiz prior to "unlocking" the features of COVER Train. See the "Trainee's Responsibilities" section of this guide for more information.

3.3.3. **Assigning Immediate Supervisors to Trainees:**

3.3.3.1. Refer to the How-to Guide or "COVER Train Tour" for detailed instructions on loading trainees and assigning an immediate supervisor.

3.3.3.2. You may also assign a temporary supervisor if you are on leave or TDY.

3.3.4. **Trainee Record Keeping:**

3.3.4.1. Once a trainee's records have been established, shop supervisors are required to perform periodic (at least monthly, preferably weekly, for members in upgrade training) reviews.

3.3.4.2. Trainees records (i.e. COVER Train's database files) will be stored on the LAN or shop's hard drive and backed-up regularly (at least monthly).

3.3.4.3. Trainee records must also be backed-up to a removable storage device (Floppy, CD-ROM, etc.) for the trainee's periodic data transferal.

3.3.4.4. Retain the old AF Form 623 (trainee's paper record) for referral purposes until COVER Train becomes mandatory. Projected Spring 2004.

3.3.5. Scheduling and Managing Training:

3.3.5.1. One of the greatest challenges of training in today's Air Force is lack of time for training. COVER Train responds to this challenge by delivering and tracking all the subject and task KNOWLEDGE elements of education and training. The supervisor must still create a plan for training and exercising the HANDS-ON portion of training. Here are a few tips to assist you schedule and manage your shop e-training program:

3.3.5.1.1. Review and prioritize the duty tasks each trainee will need to accomplish in the short term.

3.3.5.1.2. Assign the related subject- (CDC), and task- (AFQTP) knowledge item(s) to the trainee.

Tip #10: If the task is a certifiable (hand-on) item, only assign the related AFQTP module or task checklist. Also, it may be more effective to have the trainee review their subject knowledge a day or two before accomplishing the hands-on portion.

3.3.5.1.3. Review the trainee's understanding and comprehension of the task.

3.3.5.1.4. Perform the training.

3.3.5.1.5. If a core task is to be trained, use the related AFQTP as an instructional guide.

3.3.5.1.6. Immediate Supervisors are required to perform periodic reviews (at least weekly).

3.3.5.1.7. Note any shortfalls or problems in the trainee's 623a or in the "Notepad" function of the shop's central install of COVER Train.

3.3.6. Managing Training Records:

3.3.6.1. Although COVER Train will do some automatic record keeping, immediate supervisors will still be required to post comments on the individual's progress.

3.3.6.2. Note any shortfalls, comments or problems on the individual's 623a.

3.3.6.3. Fill out all e-forms in COVER Train just as you would in the traditional paper process.

Tip #11: Refer to AFI 36-2201 as a refresher guide on how to fill out the various training forms (i.e. 797s, 803s, 1098, etc.).

NOTE: The E-Form 2096 should only be filled out when an individual is about to be upgraded. This form is intended unit information only, use servicing Military Personnel Flight process for **official** upgrade actions. In the interim, your UETM will provide assistance on what information is necessary to initiate the upgrade process.

3.4. Trainer's Responsibilities

3.4.1. The trainer plays a significant part in the skill level upgrade of a trainee. As with the traditional training process, the trainer must fulfill the necessary AF training requirements to be a trainer. Your responsibility in COVER Train is to document training in the trainee's JQS, AF Forms 797 and 1098. See Chapter 7 in COVER Train How-to Guide on how to perform these procedures. The following items are important to keep in mind while operating COVER Train as a trainer:

3.4.1.1. Trainee's should, but are not necessarily required to, initial signature fields prior to trainers in all COVER Train forms.

3.4.1.2. Use the AFQTPs as lesson plans when training a trainee on core tasks, then document QTP completion in the AFQTP tab in trainee's records. AFQTPs must be completed and initialed prior to initialing and completion of the related task in JQS.

3.5. Certifier's Responsibilities

3.5.1. As a certifier there are a few, but significant, items to perform. As with the traditional training process, you must fulfill the necessary AF training requirements to be a certifier. See Chapter 8 in COVER Train How-to Guide on how to perform these items. The following items are important to keep in mind while operating COVER Train as a certifier:

3.5.1.1. Once the trainee and trainer have initialed the appropriate columns on the JQS, indicating completion of training, certification can commence.

3.5.1.2. Observe the trainee performing the task.

> **Tip #12:** Keep a copy of the AFQTP Performance Checklist handy while evaluating the trainee and make any notes on his or her performance. These notes should then be transferred to the individual's training record (i.e. Form 803 in COVER Train), once the evaluation has been completed.

3.5.1.3. Note the trainee's performance on the Form 803 within COVER Train and remember to save/update the record.

3.5.1.4. If the task was completed satisfactorily, enter your initials to the corresponding task on the trainee's JQS.

> **Note:** The "task completion date" will entered automatically once all required initials have been obtained.

3.6. Trainee's Responsibilities

3.6.1. When a trainee arrives at a new duty location, the UETM and shop supervisor will perform an initial interview and OJT orientation brief. See chapter 9 in COVER Train How-to Guide for additional information. In addition to the standard topics covered during the trainee's initial brief, the following topics will be added:

3.6.1.1. An overview of the trainee's general responsibilities (IAW AFI 36-2201) in OJT.

3.6.1.2. Training timelines and shop, section, and unit training goals.

> **Tip #13:** Have the trainee visit the COVER Train "Tour" function and navigate through the "trainee" section.

3.6.1.3. After the initial brief, the UETM or shop supervisor will initiate training records and save them to a floppy disk.

3.6.1.4. Once the shop supervisor and trainer have determined the trainee's comfort level with COVER Train to be favorable, the trainee will receive a personal copy of the COVER Train **"Trainee"** version on CD-ROM as well as their trainee disk. The trainee can then load and use COVER Train away from the duty location.

3.6.2. When the trainee arrives home, or wherever they will have direct access to a personal computer (see recommended standards in the introduction of this guide), the following steps must be accomplished:

3.6.2.1. Load COVER Train Version 2.0 on personal computer.

3.6.2.2. Load your individual file from your diskette (initialized by your shop supervisor or trainer) and login.

3.6.2.3. Read the CFETP Part I and take the "one-time" quiz at the end of the section.

> **Note:** There are 16 questions on this quiz and 12 or more, must be answered correctly to proceed. Access to AFQTPs and other items will not function until a passing score has been achieved. Once you have successfully completed the quiz, remember to update your student disk.

3.6.2.4. Next, open your JQS and review each task your supervisor has "opened" (i.e. assigned you to be trained on).

3.6.2.5. The following are the recommended steps for learning with COVER Train:

3.6.2.5.1. Set aside time and reduce/remove distractions (TV, visitors, etc.)

3.6.2.5.2. Read the task assigned by your trainer

3.6.2.5.3. Read the associated "subject knowledge" to the task

3.6.2.5.4. If the assigned task is core (i.e. will lead to certification via hands-on), or diamond (contingency equipment related), completion of an AFQTP is mandatory for upgrade. To read and review associated "task knowledge" products, go to the AFQTP list and view the module. COVER Train only has the basic AFQTPs (i.e. those produced on paper).

> **Note:** Each QTP module # should correspond with the JQS task number.

> **Tip # 14** When reading from the CFETP Part I, AFQTPs, Technical Reference, or any other PDF or word document, you can create note cards by highlighting and copying sections you need to remember and pasting them into your "Notes" feature from the side menu bar or from View - Notes. Questions for your trainer can be typed into the Notes. See the "How-to Guide" or the Tour for specific instructions.

3.6.2.6.5. Finally, open your JQS and enter your initials in the corresponding trainee column.

> **Note:** Remember to update (save) your information to the COVER Train program to your local hard drive and the trainee disk. If you and your trainer have e-mail access, you may send an electronic update of your student file to him or her.

3.6.2.6.6. If you have any questions, comments or suggestions regarding COVER Train's effectiveness, efficiency, or other - pass the information on to your trainer, supervisor, or UETM.